

## **X. State Administration**

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### *A. Technology Infrastructure and Management Information Systems*

The SDDOL has developed a web-based data collection, management, and reporting system known as SDWORKS. The system is loosely based on the first version of the One Stop Operating System developed by the State of Utah.

As a single statewide service area, the SDDOL requires local service providers to use SDWORKS for data collection, case management, and reporting. Since all providers are connected to the same system, reports are simply generated at the State level and need not be created at the local level and forwarded to the State. A single statewide system also allows for easy access to client records from anywhere in the State.

SDWORKS is the primary data management system for WIA Adult, Youth, and Dislocated Worker programs as well as the Wagner-Peyser and VETS programs. All Federal reports for these programs are generated through the SDWORKS system.

SDWORKS also provides Internet access to the SDDOL. Job Seekers can register and perform job searches online. Employers can list job openings and review unsuppressed applicant resumes.

### *B. Description of South Dakota's plan to use reserved funds for Statewide activities under WIA.*

South Dakota plans to continue utilization of the WIA Statewide Activity funds to support the operations of the SDCC and allowable statewide employment and training activities. Other activities that will benefit from these funds are:

- Continued enhancements to SDWORKS and the Data Warehouse strengthening our ability to effectively use the data in operational and decision making functions.
- Training apprentice workers in targeted industries/occupations.
- Activities to assist youth in achieving the goal of becoming a successful adult.

### *C. Description of waivers and workflex authority.*

The department recognizes the importance and flexibility waivers afford the Workforce Development System. In conjunction with the following waivers are in operation or included with this plan for consideration.

#### *Statutory and Regulatory Provisions to be Waived:*

South Dakota's Workforce Investment adult and youth programs work closely and this has been beneficial to many families in our state. But the Department feels it is also loosing the ability to serve youth family members under the youth economic eligibility guidelines (section 101(13) and (25)) when we are serving the parent under the priority of services allowable for adult programming (section 133 (b)(2)(A) or (3)). Priority of service in South Dakota for adults would be given to those earning less than \$8.94 per

hour; thus a single parent with three children could participate in WIA programs, but the children could not.

Providing services for multiple family members has a number of benefits from building trust within the whole family, eliminating transportation issues, a common family goal, and building a long term relationship for appropriate youth follow-up services.

*Waiver Modification Request:*

It is for this purpose SDDOL requests a waiver to add a third descriptor to the Low Income Individual (section 101(25)(B)).

The State would like the locals to have the ability to serve children of adult WIA participants. This would mean youth between the ages of 14 and 22 would be eligible for WIA registration and enrollment into WIA services.

*Description of Individuals Affected by the Waiver:*

Providers often have youth wanting to participate in summer career programs and youth year round activities; but the family income is over the economic eligibility guidelines for youth in South Dakota. Often the youth is from a single parent family; the State is ranked as having the largest percentage of working mothers. Unfortunately, the single parent typically has only a high school education with entry level job skills. To try and make enough money to pay for housing, transportation, and typical living expenses, the parent is working two or more jobs and well over 40 hours a week. This takes the parent out of the home when the youth are there needing guidance with school work and gaining basic living skills; i.e. money management, time management, purchasing necessities, etc.

Many of the youth could truly benefit from career awareness and exploration activities. The skills to be gained under the WIA leadership activities are especially important for the youth being targeted. The youth could truly benefit from understanding how advanced training can lead to economic stability in their future.

It is not unusual for the youth to be struggling in school with basic reading and math scores below average for their age. Not being able to read with ease, the youth struggles in all the subject areas and finds it easier to skip school than attend. As the State's WIA provides are closely connected to the Alternative High Schools and the Adult Education and Learning programs, the opportunities would be available for remediation.

As mentioned earlier, the parent(s) considered to be underemployed are often high school graduates and lack the skills to help their youth seriously plan for postsecondary training. The goal would be to have the youth be the first generation to enter a postsecondary training.

*Goals to be Achieved by the Waiver:*

It would allow the providers to serve the "family." The parent could participate in skill training opportunities allowing for advancement in their home community. The youth could learn about their interests and explore career opportunities. The exploration would allow the youth to understand the role education plays in their career choice. With the realization, youth are more likely to complete high school and continue in appropriate

advanced training opportunities (Job Corps, apprenticeship, associate and bachelor degrees, etc.).

*Programmatic Outcomes:*

The programs will be enhanced by being able to serve the multiple family needs. The parent will be gaining work training to become self-sufficient. The youth would be able to participate in remediation if needed to complete high school and enter post high training. The youth would be better informed and able to make quality decisions about their choice of careers, the required training, and how to manage life factors influencing their work traits.

The State sees a benefit to the State's employers by having a better prepared workforce. Young people with knowledge regarding employer needs and what employers need what job skills will meet the needs of the employers.

*State or Local Statutory Barriers:*

The State has not implemented any policies that would hinder this effort.

*Opportunity for Public Comment:*

The concept has been discussed with local providers and with various members of the SDWDC. The first announcement of this effort to formally submit a waiver expanding the definition of youth eligibility to include the youth of adult WIA participants will be made at the July 6, 2005, SDWDC meeting.

*Describe the Processes Used To Monitor the Progress of Implementing the Waiver:*

The State's data management system will be able to collect the data. The number of youth enrolled under the proposed additional eligibility criteria could be reported monthly and quarterly.

The State believes the additional data and connectivity to more than one member of the family will ensure better customer satisfaction and follow-up data.

*D. Performance Management and Accountability*

*1. State's performance accountability system*

South Dakota is a statewide local service area as defined in the WIA (1998), section 116. Therefore, the core indicators have been established as statewide indicators. The table in Attachment A shows South Dakota's expected performance goals for each of the Title I Core Indicators. The expected level of performance for each of the Core Indicators and the Customer Satisfaction Indicator will be negotiated with the USDOL.

South Dakota's levels of performance are designed to positively impact the level of customer satisfaction, promote continuous improvement, and ensure optimal return-on-investment. Previous years' goals and outcomes were a major consideration in determining the statewide indicators. For those indicators where previous performance significantly exceeded the goals, a comparable increase in the goals was established. A continual yearly increase in the goal level was proposed for goals where performance was met, but performance was not significantly higher than the established goal. The established core indicators are intended to set a high, but achievable, standard for each of the 17 performance standards.